

What Is Claimed Is:

1. A method comprising:
 - receiving a request, the request having an urgency, for assistance at a remote location from a monitored person unable to classify the urgency of the request;
 - classifying the urgency based on information received with the request;
 - if the urgency of the request is of a first classification, then attempting to establish bidirectional communication with a first contact selected from a plurality of contacts for the monitored person;
 - if the urgency of the request is of the first classification, and if the attempt to establish bidirectional communication with the first contact is unsuccessful, then attempting to establish bidirectional communication with a second contact selected from the plurality of contacts;
 - if the urgency of the request is of a second classification, then attempting to establish bidirectional communication with the first contact;
 - if the urgency of the request is of the second classification, and if the attempt to establish bidirectional communication with the first contact is unsuccessful, then attempting to establish bidirectional communication with a second contact selected from the plurality of contacts;
 - if the urgency of the request is of the second classification, and if the attempt to establish bidirectional communication with the first contact is unsuccessful, and if the attempt to establish bidirectional communication with the second contact is unsuccessful, then contacting a public safety answering point; and
 - if the urgency of the request is of a third classification, then contacting the public safety answering point.